CLAIMS

In the claims:

1   1.   A method for managing a computer system, comprising:

2   initiating a reset of the computer system from a remote location; and

3   running diagnostic software on the computer system downloaded from the remote

4   location.

2.   The method of Claim 1, wherein initiating the reset of the computer system

2   from the remote location, comprises:

3   interfacing the computer system via a remote connection; and

4   sending a request to a shut down agent in the computer system via the remote

5   connection.

1   3.   The method of Claim 1, further comprising the step of interrogating the

2   computer system to determine types of diagnostic software to download onto the computer

3   system.

1   4.   The method of Claim 3, wherein interrogating the computer system

2   comprises retrieving BIOS information from the computer system.

1   5.   The method of Claim 1, further comprising the step of downloading

2   diagnostic software onto the computer system.

1   6.   The method of Claim 5, wherein downloading diagnostic software onto the

2   computer system comprises transmitting data that includes diagnostic software code and a

3   location in memory to write the diagnostic software code to a communications driver in the

4   computer system.

1   7.   The method of Claim 2, wherein interfacing the computer system via a

2   remote connection, comprises interfacing the computer system via an Ethernet connection

3   to a management module connected to the computer system.

1   8.   The method of Claim 2, wherein interfacing the computer system via a

2   remote connection, comprises interfacing the computer system via a modem connection to a

3   management module connected to the computer system.

1   9.   The method of Claim 2, wherein interfacing the computer system via a

2   remote connection, comprises interfacing the computer system via a serial connection to a

3   serial interface connected to the computer system.

1   10.   The method of Claim 2, wherein interfacing the computer system via a

2   remote connection, comprises interfacing the computer system via a modem connection to a

3   serial interface connected to the computer system.

1   11.   A method for managing a computer system, comprising:

2   determining whether a remote computer system is requesting a diagnostic session;

3   and

4   writing diagnostic software code received from the remote computer system into

5   locations in memory as specified by the remote computer system.

1   12.   The method of Claim 11, wherein determining whether a remote computer

2   system is requesting a diagnostic session, comprises:

3   transmitting a query message to the remote computer system via a communications

4   interface; and

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5   monitoring the communications interface for a diagnostic session request message

6   from the remote computer system.

1   13.   The method of Claim 11, further comprising determining whether the

2   remote computer system is authorized to participate in the diagnostic session.

1   14.   The method of Claim 11, further comprising executing the diagnostic

2   software.

1   15.   A computer-readable medium having a sequence of instructions stored

2   thereon, the sequence of instructions, when executed by a processor, causes the processor

3   to perform the steps of:

4   determining whether a remote computer system is requesting a diagnostic session;

5   and

6   writing diagnostic software code received from the remote computer system into

7   locations in memory as specified by the remote computer system.

1   16.   The computer-readable medium of Claim 15, wherein determining whether

2   a remote computer system is requesting a diagnostic session, comprises:

3   transmitting a query message to the remote computer system via a communications

4   interface; and

5   monitoring the communications interface for a diagnostic session request message

6   from the remote computer system.

1   17.   The computer-readable medium of Claim 15, further comprising

2   instructions which when executed by the processor causes the processor to determine

3   whether the remote computer system is authorized to participate in a diagnostic session.

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1   18.   The computer-readable medium of Claim 15, wherein the computer-readable

2   medium is a read only memory and the sequences of instructions are in a Basic Input

3   Output System (BIOS) of a computer system.

1   19.   An apparatus, comprising:

2   a shutdown agent that resets a computer system in response to receiving a shut

3   down request from a remote computer system;

4   a session manager that determines whether the remote computer system is

5   requesting a diagnostic session; and

6   a data handler that writes diagnostic software code received from the remote

7   computer system into locations in memory as specified by the remote computer system.

1   20.   The apparatus of Claim 19, further comprising a session authorizer that

2   determines whether the remote computer system is authorized to request the diagnostic

3   session.

1   21.   The apparatus of Claim 19, further comprising a system status provider that

2   provides the remote computer system with information to determine types of diagnostic

3   software to download to the computer system.

1   22.   A computer system, comprising:

2   a bus;

3   a processor coupled to the bus;

4   a memory coupled to the bus;

5   a diagnostic manager, coupled to the bus, that includes a shut down agent that

6   resets a computer system in response to receiving a shut down request from a remote

7   computer system, a session manager that determines whether the remote computer system

8   is requesting a diagnostic session, and a data handler that writes diagnostic software code

9   received from the remote computer system into locations in memory as specified by the

10   remote computer system.